January 6, 2004

Questions & Answers
Title: Financial and Personnel System
Bid/RFP Number: 1203-2

Enclosed are the questions from prospective proposers in response to RFP # 1203-02.
They have been organized into four categories--- General, Technical, Application, and
Implementation. Please carefully read all questions and answers.

Note: an addendum, Addendum #1, has been included in this package. This addendum
should be returned as a part of the Proposal Response Document.

This information can also be found on www.HamiltonTN.gov/Purchasing.

Thank you for your interest in this undertaking.

Sincerely,

Linda Chumbler
RFP Coordinator

Q & A's for RFP # 1203-02

The following sections of this document contain questions from prospective Proposers that were received by the December 23, 4 p.m. EST deadline specified in Hamilton County's RFP # 1203-02 for Financial and Personnel Systems. Each question is followed by the County's response. The respective questions and answers have been grouped into 4 categories---General, Technical, Applications and Implementation—for ease of presentation.

NOTE: an addendum, Addendum #1, has been included in this package. This addendum should be returned as a part of the Proposal Response Document.

I. GENERAL

Q. Do you have a copy of this RFP in electronic format?

A. Yes, an electronic version of this document is available on the following website: www.HamiltonTn.gov/purchasing which features a link to RFP # 1203-02. Please note, however, that proposals will not be accepted in electronic format and must be delivered as specified in Section IV.A., <u>Submission of Proposals</u>, on pages 5 and 6 of the RFP document.

Q. Under which section (of the PROPOSAL RESPONSE DOCUMENT) should other perceived advantages/benefits of my proposed solution be submitted?

A. At this early stage of the Proposal process, the emphasis is primarily upon application functionality. Accordingly, the PROPOSAL RESPONSE DOCUMENT was developed to facilitate initial data gathering efforts for this emphasis. Opportunities for introducing other perceived advantages/benefits are anticipated at a later phase of the Proposal process. However, any Proposer has the option to submit such information with the PROPOSAL RESPONSE DOCUMENT. If this option is selected, the Proposer should include such information (<u>limited to brief narrative format</u>) as an attachment to their PROPOSAL RESPONSE DOCUMENT submission.

Q. Will the County accept a partnered Proposal, assuming that the two(2) companies submitting together have a(n) interfaced/integrated system?

A. Under this Proposal, Hamilton County will only enter into a contractual relationship with a single prime vendor. However, if a prime vendor submits a proposed solution that requires it to

subcontract with another party the Proposal will be accepted for evaluation.

It is worthy of mention that Section IV. F., <u>Assignment and Subcontracting,</u> as set forth on page 7 of the RFP document stipulates that subcontracting will not be allowed for any services in this RFP without prior written authorization by the County. This provision is not intended to prohibit "partnered" proposals. Rather, it is intended to govern prime/subcontractor relationships should they arise during contract negotiations or subsequent to the contract's execution.

Q. (Referencing PROPOSAL RESPONSE DOCUMENT, Section I, page 1 of 2, item 3- "*Has the software solution that you propose to Hamilton County been in use for at least one (1) year by 5 or more public school systems with averages of 40,000 students or more?*")

Will systems not meeting this criteria be eliminated from the competition?

A. **No, failure to meet this criterion will not cause a Proposal to be eliminated. Rather, it will result in the Proposal not receiving the full credit available to those who can answer "Y"es to this question.**

Q. *Does the County require a "Multi-organizational" Chart of Accounts, in which the Board of Education can have segregated Account #'s and Sub-Account #'s but still roll that information into the main Chart of Accounts?*

A. **Yes. We require at least a five level organizational structure not including type or fund, with revenue and expense accounts being uniform across the system. They must have at least the option for an eight space field structure that is user defined.**

II. TECHNICAL

Q. *Our application runs on a Windows platform only (software is web-based and can be administered from anywhere). Should we ignore Scenarios B & C?*

A. **No. Respond to Scenarios B & C with the scenario descriptions page (Section IV, page 2 of 4) clearly marked with the changes for the Operating System, Database, and/or Network.**

Q. Section II: mentions SQL Server. Will systems on other platforms/databases (such as Oracle) be eliminated from the competition?

A. **No, failure to meet this criterion will not cause a Proposal to be eliminated. Rather, it will result in the Proposal not receiving the full credit available to those who can answer "Y"es to this question.**

Respond to all Scenarios with the scenario descriptions page (Section IV, page 2 of 4) clearly marked with the changes for the Operating System, Database, and/or Network.

III. APPLICATIONS

NOTE: Both questions in this section are in reference to PROPOSAL RESPONSE DOCUMENT, Section III, page 5 of 10, item 12-*"Does your proposed solution for the County's Human Resources operations feature performance evaluation reporting and analysis using data imported from existing evaluation system?"*

Q. *In what format is this data currently captured?*

A. **The data for the evaluation system is in a SQL2000 database.**

Q. *Would the data import occur once during system implementation or is there a need to import data on a recurring basis?*

A. **The data would need to be exchanged on an ongoing basis.**

Please note (as described elsewhere in this document) that consideration for developing and implementing systems interfaces is __not__ to be included in this phase of the RFP process. Rather, details of and charges for these services will be negotiated before a final contract is executed with the successful Proposer.

IV. IMPLEMENTATION

Q. *Does this RFP include services to implement the solution or is it just for the software with services to come later?*

A. **Both software and implementation services (__excluding consideration for developing and implementing interfaces with other systems__) are to be included in Proposals.**

Q. Is the County requesting pricing for Implementation Services for each of the three (3) scenarios?

A. Yes. Here again, please note (as described elsewhere in this document) that consideration for developing and implementing systems interfaces is <u>not</u> to be included in your pricing. Rather, charges for these services will be negotiated before a final contract is executed with the successful Proposer.

Q. What is the level of effort (number of FTE's and Project Team Structure) the County General and the Education Department are allocating to the Implementation for each scenario?

A. The implementation team from County General and the Education Department will be determined during contract negotiation phase of the project. However, the following support staffing assumptions should be used for this aspect of your Proposal.

<u>County General:</u>

Project Manager: as needed throughout the implementation.
Systems Analyst: as needed for each application.
Programming staff: as needed throughout the implementation
Functional Contact: as needed for each application.

<u>Education Department:</u>

System Administrator: as needed throughout the implementation
DBA: as needed throughout the implementation
Programming staff: as needed throughout the implementation
Functional Contact: as needed for each application.

Q. Will the County General and Education Department share a Project Team, including a Project Manager and Steering Committee in all scenarios?

A. The Project Manager and Steering Committee will be the same. The systems analyst, programming staff and functional contacts will differ where appropriate.

Q. Is the County General and Education Department requesting full-time Project Management?

A. No.

Q. Are the implementation services proposed expected to be a fixed price?

A. Yes, you should propose a fixed price for implementation (exclusive of considerations for developing and implementing systems interfaces) for each of the three (3) implementation scenarios set forth in the pricing section of the PROPOSAL RESPONSE DOCUMENT. The information contained in this Q & A document and the RFP and PROPOSAL RESPONSE DOCUMENT reflect the best assumptions currently available concerning anticipated implementation requirements. Therefore, they should be used in each Proposer's formulae for developing implementation pricing.

As assumptions used for this Proposal are "trued-up" during contract negotiations, etc., direct-result adjustments will be considered so long as the net aggregate adjustment does not exceed +10% of the implementation pricing submitted by the successful Proposer.

In the event there should be a mutually agreed-upon material departure from the above-referenced assumptions, the County and the affected Proposer(s) may re-negotiate the pricing in accordance with Section IV. E., <u>Right to Negotiate</u>, of the RFP document. *Therefore, each proposer is hereby instructed to submit its hourly rate for implementation services by completing the attached Addendum #1.* (In the event the proposer's charges vary by category of service provided, the hourly rate for each category applicable to this proposal should be provided.)

Q. What are the interface requirements to be considered during the implementation for both the County General and the Education Department?

A. Please note (as described elsewhere in this document) that consideration for developing and implementing systems interfaces is <u>not</u> to be included in this phase of the RFP process. Rather, details of and charges for these services will be negotiated before a final contract is executed with the successful Proposer.

Q. How many years of data is the County General and Education Department looking to convert to the new system? Number of systems (i.e. applications) converting from?

A. 1. County General and Department of Education need one year of accounting data converted and two years of payroll data. The Department of Education will need their complete H/R file converted.

2. Number of systems for County General and Education Department:
Accounting- both are using the same application with different account numbers.
Payroll- the County and Education are using copies of the same application. The data structure is the same.
H/R- the H/R applications are in-house developed. The County's H/R retains no data to be converted. The Department of Education will need conversion.
Fixed Assets- data for both units will be converted. One is a database the other is VSAM files.
Inventory- Education has an inventory application with a database that will need converting.
Benefits- Education has a Benefits database that will need converting. It is all current data.
Investments and Purchasing will have no data to convert except what may be brought from H/R, Payroll or Accounting.

Q. What is the implementation timeline goal for the new software?

A. Payroll should be ready by January 1, 2005.
H/R as needed to support payroll should be ready by January 1, 2005.
Accounting should be ready by July 1 2005.
The remainder of H/R should be ready by December 31, 2005.
The total implementation should be done by December 31, 2005.

Q. Would the County and Education Department consider a phased approach to the implementation timeline? Is there a priority?

A. Yes. Payroll and Accounting have equal priority. However, Payroll needs to be implemented with the calendar year, i.e. January 1 2005. Accounting must be implemented with the fiscal year, i.e. July 1, 2005.

Q. Does the County currently use a laser check-writing system such as Bottomline, Formscape, Wallace Forms, etc?

A. The County uses Moore Checks 1-2-3 laser check printing software. Moore Checks 1-2-3 is no longer sold or supported. Therefore, it should be replaced as part of this implementation and reflected in the pricing submitted for Proposals.

Q. Does the County currently own any reporting solutions such as Crystal?

A. Hamilton County currently uses (and wishes to continue using) ActiveReports from Data Dynamics.

Q. Does the County currently have an imaging solution or project to implement an imaging solution?

A. Yes, our Document Management System is OnBase from Hyland Software.